Basic Call Management Reporting Desktop R2.4.1 Release Notes

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Release notes overview

BCMRD Release 2.4.1 aims to provide an essential platform refresh. The platform refresh will enable BCMRD to run on dual core/multi-core computing platforms. This Release Note includes:

- Important information about the Avaya Basic Call Management Reporting Desktop (BCMRD).
- Scenarios and the corresponding installation instructions and assumptions that you must consider while installing BCMRD.
- The supported Communication Manager (CM) versions.
- Hints and tips to upgrade to BCMRD R2.4.1

Please refer the Installation guide and User guide in Documents folder inside the media for information on previously supported platforms, functionality and installation instruction.

What's New

1. **Support Dual Core**
   i. BCMRD server and client applications support Dual/Multi-core x-86 processor in both co-located and remote client configurations.
   ii. To install the service pack refer scenarios provided under the section BCMRD R2.4.1 (Build316) Installation Instructions.

   Note: BCMRD R2.4 and later releases are not certified to work on a 64-bit operating system.
2. **CM compatibility with 5.0 and 5.1**
   This release of BCMRD will support CM 5.0, CM 5.1 and backward compatibility with CM 4.0.
3. **Enhanced the "Server identification window" in BCMRD**
   i. The BCMRD Server Identification window is now provided with a tooltip which appears on mouse-over on server profile that displays the server profile details of the **Communication Manager** connected with BCMRD server.
   Tooltip displays the following details:
   - Username (Used to connect to CM)
   - IP address of CM/Switch.
   - Port number
   - A date when the profile was created
4. **Historical reports now can be viewed even though printer is not installed in BCMRD client machine**
   Earlier it was mandatory for BCMRD end user to install printer on their machine to view the Historical reports. When the BCMRD user who does not have the printer installed and starts the Historical report wizard he gets a message box "**Before you can perform printer-related tasks such as page setup or printing a document, you need to install a printer. Do you want to install a printer now?"** Earlier the wizard would exit when the user selects **No** option and there was no other way by which the customer could view Historical report.

   Now the BCMRD is enhanced so that the user can view the Historical report even when he selects the **No** option. Thus viewing of Historical reports is independent of whether printer is installed on the BCMRD client machine.

   In addition BCMRD has retained the earlier functionality of installing the printer and viewing and printing Historical reports if user selects the **Yes** option.

Problems fixed

This section consists of the following table that provides the summary of the issue:

Work Item Number	Issue Description / Summary
wi00251276	Historical absolute reports wizard is now localized to support all regional and language setting at Operating System level.
wi00251305	Earlier the configuration wizard for scheduling the historical download would pop an error message "Invalid time format" several times before the wizard exited abnormally. Now after we click **OK** on the popped up error message box, the control goes back to the wizard's required editable field so that the user can continue with the wizard.
wi00251311	"Delete historical data" is now made user friendly when user tries to correct invalid date entry. User input through keyboard was not handled efficiently, so as to tackle the invalid date scenario that was causing the "Delete historical data wizard" to continue in the background even with the invalid input parameter.

BCMRD R2.4.1 (Build316) Installation Instructions

This section consists of the following table that provides the scenarios and the assumptions corresponding to the Installation instructions:

Scenarios	Installation instructions
Scenario 1 Upgrade BCMRD on Dual core machine with BCMRD running on Dual core processor. **Assumptions:** BCMRD server client (R2.4 Build314 or R2.4 Build 315) is already installed. Sentinel driver compatible with the hardware system and Operating System is already installed.	1. Stop BCMRD Clients if running. 2. Stop BCMRD Server if running. 3. Go to **Task Manager** and click **Processes** tab. 4. Check if the following processes are not running, and if the following processes are running, then end these processes by using **Windows Task Manager** > **Processes.** Select the specific process and select **End Process**: a. Omninames.exe b. ConnectionServer.exe c. BCMSVuClient.exe d. BCMSVuServer.exe **5. Reboot all the machines where BCMRD applications are installed.** 6. Run the upgrade script **R2.4.1_Build316.bat** from the media under the folder BCMRD R2.4.1 upgrade. 7. Check to verify that the upgrade is successful. Check that a folder **BCMRD_Backup** is created at the location "**\BCMS Vu\BCMRD_Backup**" that stores the folders and files of previous version of BCMRD as backup. **Note:** If the upgrade script fails because of sharing violation error, then check the task manager for any BCMRD binaries that are still running (Refer point 3 and 4). Contact Avaya BCMRD Support for any other errors. The upgrade installation log file can be found at the following location: "**\BCMS Vu\Upgrade_log\log_316.txt**" 8. Start the BCMSVu Server and check that the server is connected successfully to the respective CM. Check that the Server version is R2.4.1 (Build 316) by using the menu, **Help** > **About BCMSVu**. 9. Start the BCMSVu Client and check that the client is connected successfully to the BCMSVu server. Check that the client version is R2.4.1 (Build 316) by using the menu **Help** > **About BCMSVu**.
Scenario 2 Upgrade BCMRD on a Dual Core machine which was converted temporarily from	1. Stop BCMRD Clients, if running. 2. Stop BCMRD Server, if running. 3. Go to the **Task Manager** and click **Processes** tab. 4. Check if the following processes are not running, and if the following processes are running, then end these processes,

Dual Core to Single Core processor. **Assumptions:** BCMRD server and client (R2.4 Build314 or R2.4 Build315) already installed. Sentinel driver compatible with the hardware system and Operating System already installed.	by using **End Process** in Task Manager: a. Omninames.exe b. ConnectionServer.exe c. BCMSVuClient.exe d. BCMSVuServer.exe **5. Reboot all the machines where BCMRD applications are installed.** 6. Run the upgrade script named **R2.4.1_Build316.bat** from the media under folder BCMRD R2.4.1 Upgrade. 7. Check that the upgrade was successful. Check that a folder named BCMRD_Backup is created in the location "**\BCMS Vu\BCMRD_Backup**" that stores the folders and files of previous version of BCMRD as backup. **Note:** If the upgrade script fails because of sharing violation error, then check the Task Manager for any BCMRD binaries that are still running (Refer point 3 and 4). Contact Avaya BCMRD Support for any other errors. The upgrade installation log file can be found at the following location: "**\BCMS Vu\Upgrade_log\log_316.txt**" 8. Reboot the machine, and go to the Bios Setup. 9. In the **performance** tab, set the following: • Multiple CPU Core = ON (This will enable the dual core processor, so now the machine would run on the dual core processor.) 10. Start the BCMSVu Server and check that the server is connected successfully to the respective CM. 11. Check that the Server version is R2.4.1 (Build 316) by using the menu **Help** > **About BCMSVu**. 12. Start the BCMSVu Client and check that the client is connected successfully to BCMSVu server. Check that the client version is R2.4.1 (Build 316) by using the menu **Help** > **About BCMSVu**.
Scenario 3 A fresh BCMRD installation of R2.4.1.	1. Install BCMRD Server (R2.4 Build314). 2. Install BCMRD Client (R2.4 Build314). 3. Install the Sentinel driver software with version 7.4.0. **4. Reboot all the machines where BCMRD applications are installed.** 5. Run the upgrade script **R2.4.1_Build316.bat** from the media under the folder **BCMRD R2.4.1 Upgrade.** 6. Check that the upgrade was successful. Check that a folder **BCMRD_Backup** is created at the location "**\BCMS Vu\BCMRD_Backup**" which stores the folders and files of previous versions of BCMRD as backup. **Note:** Contact Avaya BCMRD Support for any other errors. The upgrade installation log file can be found at the location

	"**\BCMS Vu\Upgrade_log\log_316.txt**" 7. Start the BCMSVu Server, configure the CM switch and check that the server is connected successfully to the respective CM. Check that the Server version is R2.4.1 (Build 316) by using the menu **Help** > **About BCMSVu**. 8. Complete the historical download. 9. Register the BCMSVu Client on the BCMSVu server. 10. Start the BCMSVu Client and check that the client is connected successfully to BCMSVu server. Check that the client version is R2.4.1 (Build 316) by using the menu **Help** > **About BCMSVu**.

*Assumptions

The scenarios mentioned in the section **BCMRD R2.4.1 (Build316) Installation Instructions** assume that BCMRD components are installed under the parent BCMRD folder named \BCMS Vu.

For example:
The BCMRD server files should be under the folder **\BCMS Vu\Server**

Hints and tips

To upgrade to BCMRD R2.4.1

Run the R2.4.1_Build316.bat directly from the CD or copy the entire BCMRD R2.4.1 upgrade folder from CD to the hard disk and run the R2.4.1_Build316.bat script from there.
The upgrade script will basically take the backup of the existing BCMRD version and copy the new service pack files to their respective folders.

Technical Support

If you are having trouble with BCMRD R2.4.1, you should:

1. Retry the action. Carefully follow the instructions in written or online documentation.
2. Check the documentation that came with your hardware for maintenance or Hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, contact Avaya Technical Support by:
    - Logging in to the Avaya Technical Support Web site http://www.avaya.com/support
    - Calling or faxing Avaya Technical Support at one of the telephone numbers in the Support Directory listings on the Avaya support Web site.

    You may be asked to email one or more files to Technical Support for analysis of your application and its environment.

Note:
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